

# Service Area Plan

## Department of Social Services

### Volunteer Services (49202)

## Service Area Background Information

### Service Area Description

The Virginia Commission for National and Community Service (Virginia Commission) advances and supports national and community service, volunteerism and civic engagement in the Commonwealth of Virginia. The Virginia Commission exists to promote and sustain a holistic, cohesive, collaborative statewide system of volunteer service that will be available to all Virginians. The Virginia Commission carries out additional responsibilities outlined in Executive Order 68 (2004): Continuing the Governor's Commission on National and Community Service and is a major partner with the Governor's Virginia Corps Initiative.

### Service Area Alignment to Missio

All Virginians will have an ethic of service as an integral part of citizenship. A holistic, cohesive, collaborative statewide system of volunteer service will be available to all Virginians. Corporate, civic, educational, and nonprofit and communities of faith will encourage an ethic of service and provide opportunities for individuals of all ages and backgrounds to reach out through service to transform their communities.

### Service Area Statutory Authority

The Commission is classified as a gubernatorial advisory commission in accordance with Section 2.2-2100 of the Code of Virginia.

The Commission shall be established to comply with the provisions of the National and Community Services Trust Act of 1993 and to advise the Governor on matters related to promotion and development of national service in the Commonwealth of Virginia.

### Service Area Customer Base

Customer(s)	Served	Potential
Americorps members (potential unlimited)	327	0
Americorps program (potential unlimited)	18	0
Businesses (potential unlimited)	10	0
Community Action Agencies (potential unlimited)	10	0
Faith Based Organizations (potential unlimited)	2	0
Federal agencies (potential unlimited)	1	0
General Public (served unknown; potential unlimited)	0	0
Homeland Security organizations (potential unlimited)	5	0
Local Departments of Social Services	40	120
Non-profits (served unknown; potential unlimited)	0	0
State and local government (potential unlimited)	45	0
Volunteer Centers (potential unlimited)	20	0

### Anticipated Changes In Service Area Customer Bas

Population based formula allocation determined by the Corporation for National and Community Service. If the population grows, the formula funds to support program grows. If the population decreases, funding decreases.

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#### **Service Area Partners**

**Community Action Agencies**

**Local Departments of Social Services**

**State agencies**

**Volunteer Organizations**

#### **Service Area Products and Services**

- Support of organizations serving communities
- Recruitment of volunteers and training on management of volunteers
- Services to protect vulnerable adults
- Economic assistance to low income families/individuals or nutrition, child care, health care eligibility, and financial assistance to low income families/individuals
- Services to protect children
- Support Services (i.e. HR, IS, etc.)
- Education-i.e. mentoring programs
- Mediation
- Conflict resolution
- Service-learning
- Job-training
- Literacy
- Public safety-i.e. neighborhood watch programs
- Homeland Security
- Youth employment
- Housing renovation

#### **Factors Impacting Service Area Products and Services**

Funding could possibly be a factor. Funding is determined by the Corporation for National & Community Service and is based on a Virginia's population.

#### **Anticipated Changes To Service Area Products and Service**

No anticipated changes at this time.

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#### **Service Area Financial Summary**

Funding for Volunteer Services comes from general funds (0.02%) and federal funds (99.8%). The federal funds come from the Corporation for National and Community Service formerly Americorps.

	<u>Fiscal Year 2007</u>		<u>Fiscal Year 2008</u>	
	General Fund	Nongeneral Fund	General Fund	Nongeneral Fund
<b>Base Budget</b>	\$3,059	\$1,863,281	\$3,059	\$1,863,281
<b>Changes To Base</b>	\$0	\$0	\$0	\$0
<b>SERVICE AREA TOTAL</b>	<b>\$3,059</b>	<b>\$1,863,281</b>	<b>\$3,059</b>	<b>\$1,863,281</b>

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## Service Area Objectives, Measures, and Strategies

### Objective 49202.01

**Create technological linkages across programs to more effectively increase and enhance public awareness of the impact of service in the Commonwealth**

This objective will focus on enhancing the Commission's web site for promotion and outreach of AmeriCorps, VirginiaCorps and volunteerism throughout the state to strengthen the ethic of service.

#### This Objective Supports the Following Agency Goals:

- Improve business productivity through effective automation  
(The achievement of the objective would support the Governor's Virginia Corps initiative that promotes volunteerism and civic engagement in Virginia. The Governor created Virginia Corps because he believes Virginia's citizenry "can build a stronger, united Virginia through volunteer service.")

#### This Objective Has The Following Measure(s):

- **Measure 49202.01.01**

##### **Website visits**

**Measure Type:** Output

**Measure Frequency:** Quarterly

**Measure Baseline:** New measure, baseline data not available. Baseline will be established using FY06 data.

**Measure Target:** Specific target will be determined once baseline is established.

**Measure Source and Calculation:**

This data will be captured by the Commission's website. The data will be accumulated and aggregated to give an organization wide picture.

#### Objective 49202.01 Has the Following Strategies:

- Grow VCNCS web property to include national service program micro-sites that offer in-depth technical assistance, capacity building resources, success stories, and status reports. Leverage the combined user base, partnerships, and resources of all service programs.
- Develop statewide service directory and constituent relationship management tools to track individuals and organizations, relationships between contacts, and interaction history with the Virginia Commission, including: partnership; collaborative marketing and communications; individual and group event attendance.
- Utilize existing interactive feedback and community building applications such as online surveys, e-mail list serves, and message boards to gain feedback and promote communication on volunteer needs and assets that do and do not exist in the volunteer sector.
- Build online partnerships with the Volunteer Network (Network for Good, USA Freedom Corps, Volunteer Match, Points of Light) to share data, technology resources, enterprise applications, and best practices.
- Publicize training opportunities, conferences, and meeting notices through various opt-in push technologies.

### Objective 49202.02

**Create networks to better coordinate and support service efforts in the State**

This objective will focus on creating regional outcome plans that focus on enhanced collaboration,

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coordination, communication and cooperation.

#### **This Objective Supports the Following Agency Goals:**

- Optimize and maximize resources  
( The achievement of the objective would support the Governor’s Virginia Corps initiative that promotes volunteerism and civic engagement in Virginia. The Governor created Virginia Corps because he believes Virginia’s citizenry “can build a stronger, united Virginia through volunteer service.”)

#### **This Objective Has The Following Measure(s):**

- **Measure 49202.02.01**

*Regional outcome plans that support coordination among volunteer and national service programs.*

**Measure Type:** Output      **Measure Frequency:** Annually

**Measure Baseline:** New measure, baseline data not available. Baseline will be established using FY06 data.

**Measure Target:** Specific target will be determined once baseline is established. (Projected to be: 100% of the regions identified will produce regional outcome plans)

**Measure Source and Calculation:**

The data source will be collected from Commission minutes and website information. The data will be accumulated and aggregated to give an organization wide view.

#### **Objective 49202.02 Has the Following Strategies:**

- Create interactive feedback and community building applications such as on-line surveys, e-mail list serves and message boards to gain feedback and promote communication on volunteer needs and assets.
- Build on-line partnerships with the Volunteer network to share data, technology resources, enterprise applications and best practices.
- Expand web content and information to include programs from streams of national and community service.
- Work with other service agencies to develop guidelines for regional collaboration and inclusion.
- Utilize an online mapping of national service programs and volunteer centers to facilitate partnerships within national service and volunteer organizations.
- Identify volunteer leaders to serve as regional representatives to coordinate regional forums.